



George C. Marshall Space Flight Center  
Marshall Space Flight Center, Alabama 35812

FPD-OI-FD40.13

March 28, 2001

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# ORGANIZATIONAL INSTRUCTION

**Flight Projects Directorate  
Ground Systems Department  
FD40**

## **Utilization & Mission Support (UMS) Contractor Performance Evaluation**

**Revision A**

### **APPROVAL**

<b><u>NAME</u></b>	<b><u>TITLE</u></b>	<b><u>ORG</u></b>	<b><u>DATE</u></b>
<i>Original Signed by</i>  _____ Ann R. McNair	Manager, Ground Systems Department	FD40	March 28, 2001

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## DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		9/14/99	Baseline version
Revision	Rev. A	3/14/01	Document reformatted to Flight Projects Directorate standard template.
	DCN1	3/28/01	Section 8: Corrected Quality Records table.

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## 1.0 SCOPE

### 1.1 Scope

This procedure outlines the process used in the Ground Systems Department (GSD) of the Flight Projects Directorate (FPD) for evaluating the Utilization and Mission Support (UMS) contractor performance.

### 1.2 Purpose.

The purpose of this instruction is to establish the responsibilities and procedures for evaluating contractor performance and reporting to the Performance Evaluation Board.

### 1.3 Applicability

This instruction is applicable to those employees of the Ground Systems Department who evaluate the performance of the Utilization and Mission Support contractor.

## 2.0 APPLICABLE DOCUMENTS

MSFC D-06.1-C04                      Evaluation of Contractor Performance under Contract with  
Board Fee Provisions

MWI 5100.1                      Procurement Initiator's Guide

## 3.0 ACRONYMS and DEFINITIONS

### 3.1 Acronyms

COTR	Contracting Officer's Technical Representative
FPD	Flight Projects Directorate
GSD	Ground Systems Department
PEB	Performance Evaluation Board
TEC	Technical Evaluation Coordinator
UMS	Utilization & Mission Support

### 3.2 Definitions

**Alternate Contracting Officer's Technical Representative** An Alternate COTR is a qualified Government employee appointed by the Contracting Officer to as their technical representative in managing the technical aspects of a particular contract when the COTR is out of the office on leave or travel. An Alternate COTR must meet the same requirements as the COTR.

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**Contracting Officer's Technical Representative** A COTR is a qualified Government employee appointed by the Contracting Officer to act as their technical representative in managing the technical aspects of a particular contract. The technical organization is responsible for ensuring that the individual they recommend to the Contracting Officer possesses training, qualifications, and experience commensurate with the duties and responsibilities to be delegated and the nature of the contract.

**Performance Evaluation Board** Definition needed

**Technical Evaluation Coordinator** Definition needed

**Monitor** Definition needed

## 4.0 INSTRUCTIONS

### 4.1 Procedures and Formats

The Technical Evaluation Coordinator (TEC) distributes the procedures and formats to the Monitors for the documentation of contractor performance.

### 4.2 Schedule

The TEC establishes a schedule for submission of performance evaluation reports from each of the Monitors.

### 4.3 Performance Monitoring

The Monitors maintain knowledge and understanding of the contractors performance in the monitors designated area. This is done through:

- Observation
- Report/Product Review
- Interaction with Contractor
- Discussion with Users
- Metrics Evaluation

### 4.4 Communications

The Monitors and the TEC establish and maintain open communication and good working relations with their contractor counterparts.

### 4.5 Evaluation Report

The Monitors prepare a quarterly evaluation report of the contractor's performance in the designated area in accordance with the UMS Performance Evaluation Plan; the report is submitted to the TEC.

### 4.6 Quarterly Discussions

The Monitors participate in informal quarterly discussions with the contractor relative to contractor performance.

### 4.7 Inform COTR

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The Monitors and the TEC inform the COTR of matters related to the contractors performance and provide operational assistance and support to COTR/Alternate COTR.

#### **4.8 Notification of Irregularities**

The Monitors and TEC notify the COTR of any irregularities that may disrupt services or constitute violations of labor laws or other regulations or statutes.

#### **4.9 Award Fee Determination**

The TEC/COTR develop the report of contractor performance and determine the recommended award fee, based on the evaluation score and submits the report to the PEB secretary.

#### **4.10 Report to Performance Evaluation Board**

The COTR presents the report to the PEB.

#### **4.11 Report Approval**

The PEB approves the report or sends it back to the COTR for rework (step 4.9).

#### **4.12 Closure of Performance Evaluation**

If the PEB approves the report it is closed.

### **5.0 NOTES**

None

### **6.0 SAFETY PRECAUTIONS AND WARNING NOTES**

None

### **7.0 APPENDICES, DATA, REPORTS, AND FORMS**

None

### **8.0 QUALITY RECORDS**

The Quality Records for this Organizational Instruction are given in the table below.

Record Title	Description of Record	Authority	Retention	Notes
Performance Evaluation Report	TEC/COTR develop report of contractor performance and award fee.	MWI 5100.1, paragraph 3.6.5.3	Retire to FRC 2 years after completion, termination, or cancellation of	Report is kept and maintained by COTR.

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			program. Destroy when 10 years old.	
COTR Training Certification	Memorandum for record with COTR Training listing employee and training date.	MWI 5100.1, paragraph 3.3.1.1	Forever, updated as employees transfer in or out of the organization.	Memorandum is kept and maintained by FD40 dept. MSA.

## 9.0 TOOLS, EQUIPMENT, AND MATERIALS

None

## 10.0 PERSONNEL TRAINING AND CERTIFICATION

All employees who serve as Contracting Officer's Technical Representatives are required to complete the COTR training course to become certified.

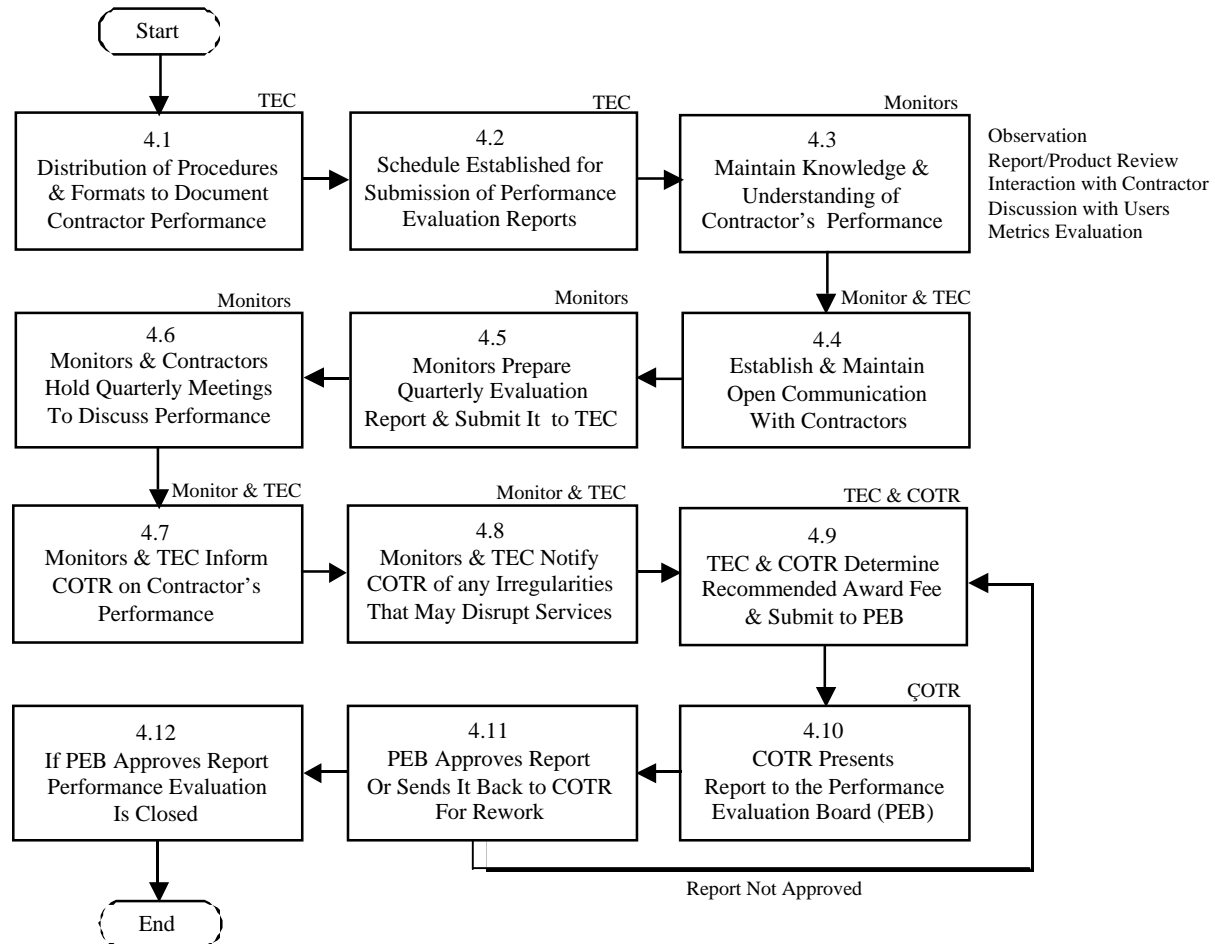
## 11.0 FLOW DIAGRAM

The following diagram depicts the process for Utilization and Mission Support Contractor Performance Evaluation as outlined in Section 4.0 of this OI.

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**FIGURE 1: UMS Contractor Performance Evaluation Process**



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